



# Issue Tracking Application Instructions (Provider)

January 24, 2014

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# General Instructions

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**Introduction**     The Issue Tracking application is an application to allow providers to report issues.

**Overview**     The Issue Tracking Application is a KDADS web application.

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- System Requirements and Browser Settings**
- **Firewall Settings** may need added.
    - To check if you will be able to access the KDADS Web Application site, follow the steps on pages 3-4. If the sign in page does not display, our site will need to be added to your firewall. Please contact the KDADS Help Desk for the specific address/port to be added to the firewall.
  - Internet Connection
  - Internet Browser:
    - Microsoft Internet Explorer 6.0 or newer - Recommended
    - Firefox – current version
  - Disable all Pop-Up blockers
- 

**Contact Persons**

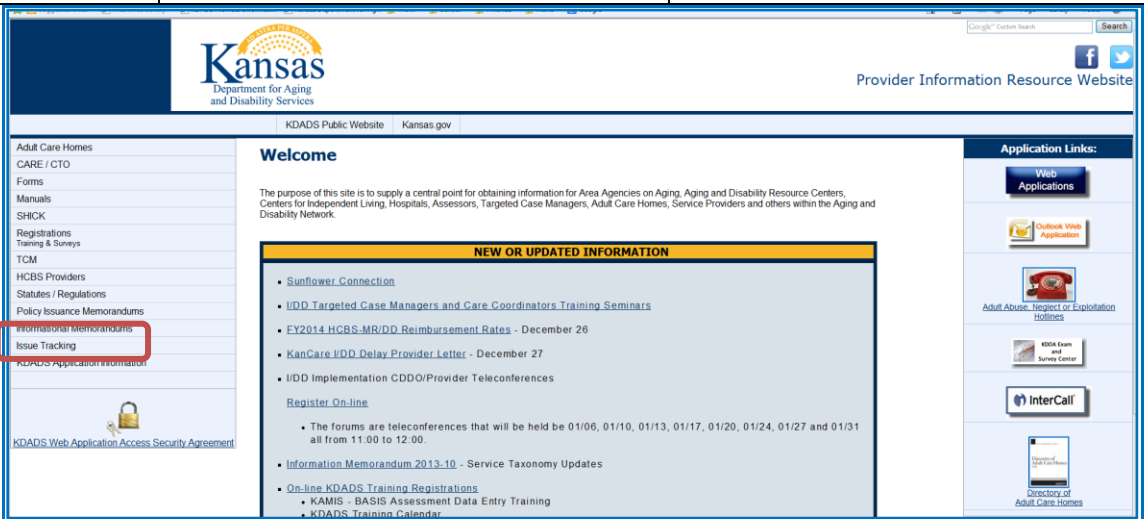
Issue	Contact Person
Application How To Questions Password Change	KDADS Help Desk <b>Phone:</b> (785) 296-4987 or (800) 432-3535 <b>E-Mail:</b> HelpDesk@kdads.ks.gov
Questions about the Issue Tracking Policies and Guidelines.	<b>Phone:</b> (800) 432-3535

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## Accessing the Application

**Introduction** Use Microsoft Internet Explorer or FireFox browser to access the KDADS web application site. All KDADS Web Applications are secured and encrypted.

**How To** Follow the steps in the table below to accessing the login page for the Issue Tracking application.

Step	Action	Result
1.	Open the internet browser. Access the KDADS Provider Information Resource Web Site. <a href="http://www.aging.ks.gov">www.aging.ks.gov</a>	The KDADS Provider Web Site Home Page will be displayed.
		
2.	Select the <b>Issue Tracking</b> link on the left side of the page.	The KDADS Issue Tracking sign in page will display.

*Continued on next page*

## Accessing the Application (Continued)

Issue Tracking -

### Welcome to the Issue Tracking application.

New Account Registration

Register

Returning

\*Sign-In Name

\*Email

\*Password  ([Forgot password, click here](#))

Please enter your Sign-In Name, E-mail Address and Password that you used when you previously created your account.

Submit

Authenticated Access

If you already have an existing KDADS Web Applications account, [click here](#), to access your Issue Tracking account information and related issues, using your Web Applications sign-in name and password.

After accessing your Issue Tracking account information and posted issues using this portal (web page), an icon will be available on the KDADS Web Applications page that will link to the Issue Tracking application.

Provider Instructions

The Issue Tracking web application allows providers to post issues, which are then reviewed by MCOs or KDADS.

Each person posting an issue must first register (create a self-authenticated account).

Once an account is created, pressing the List Issues button will display any issues previously posted and enable the user to create new issues.

When creating an account, a Facility name can be entered. This facility name can be used by others and enables the creation of a list of users for the same facility.


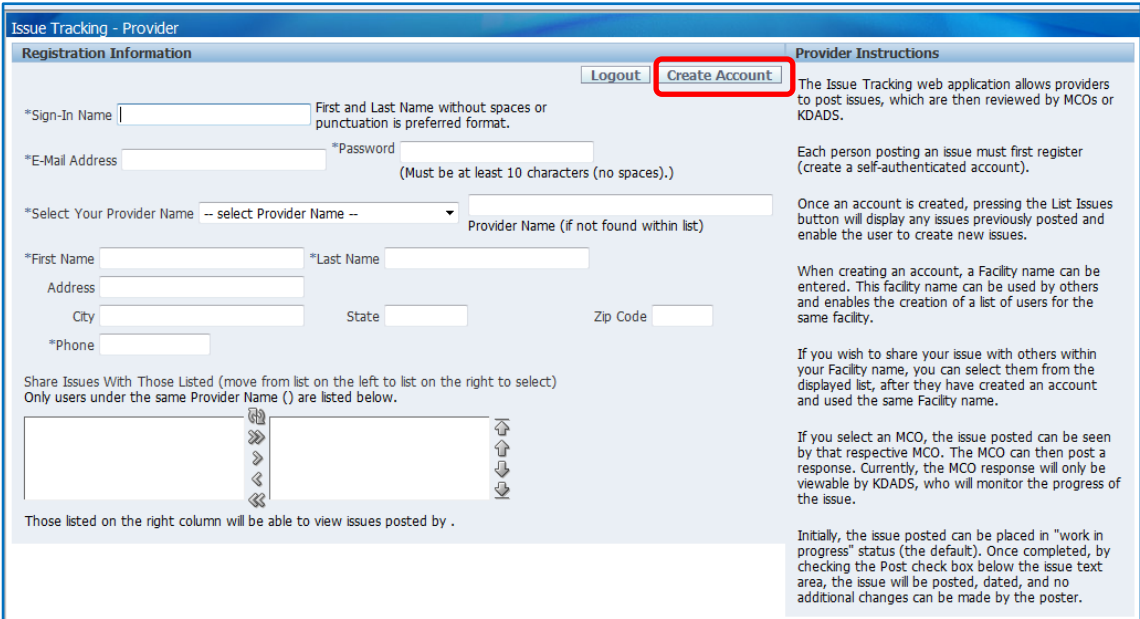
If you wish to share your issue with others within your Facility name, you can select them from the displayed list, after they have created an account and used the same Facility name.

If you select an MCO, the issue posted can be seen by that respective MCO. The MCO can then post a response. Currently, the MCO response will only be viewable by KDADS, who will monitor the progress of the issue.

Initially, the issue posted can be placed in "work in progress" status (the default). Once completed, by checking the Post check box below the issue text area, the issue will be posted, dated, and no additional changes can be made by the poster.

## Registration – New User

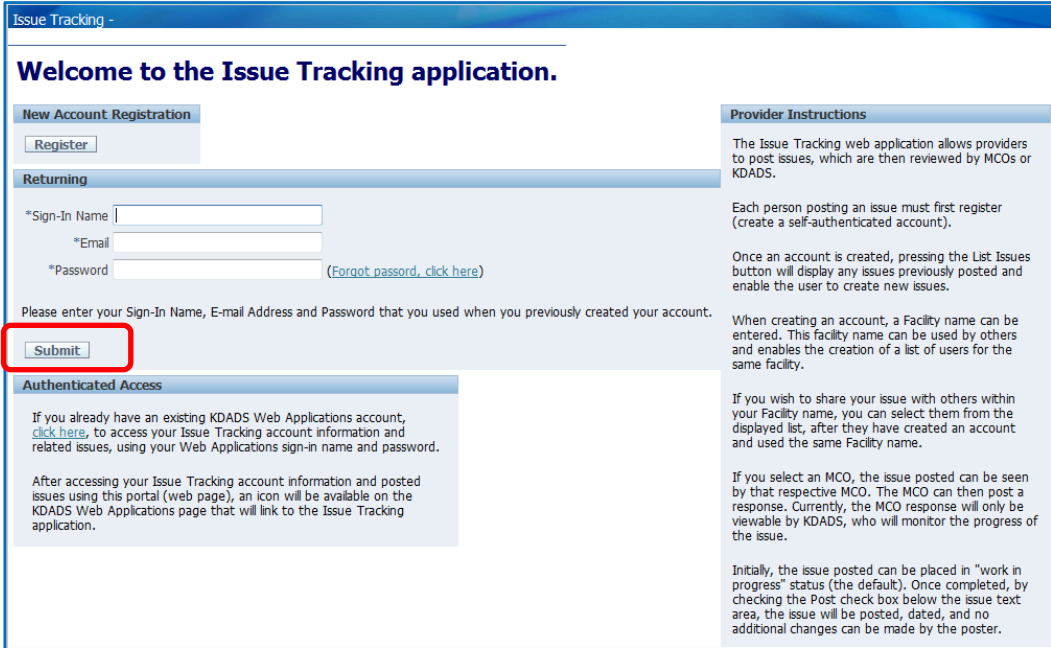
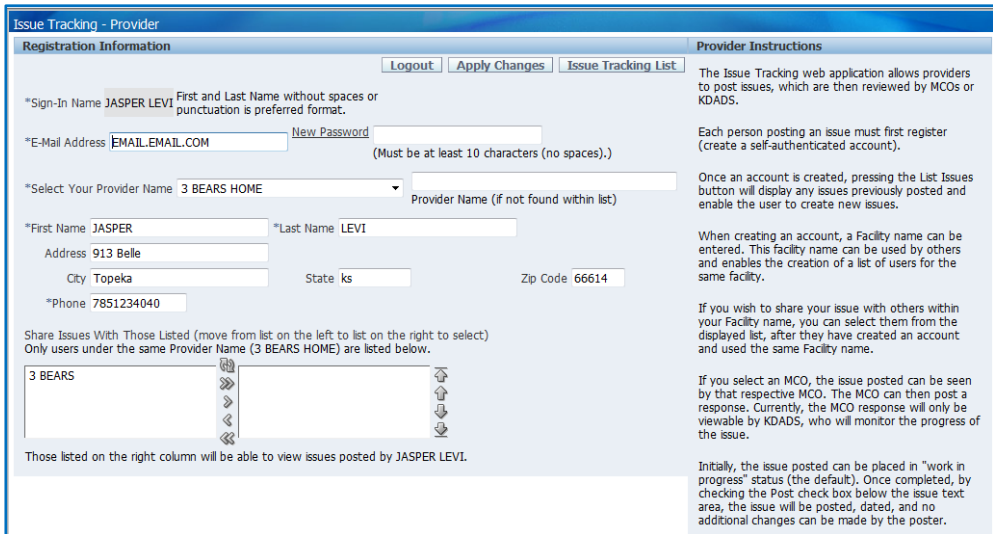
**How To** Follow the steps in the table below to complete the Registration process.

Step	Action	Result
1.	Click on the <b>Register</b> button. 	The registration page displays.
2.	Complete the information.	
3.	Click on the <b>Create Account</b> button. 	The account is created.

# Logging-In - Returning User

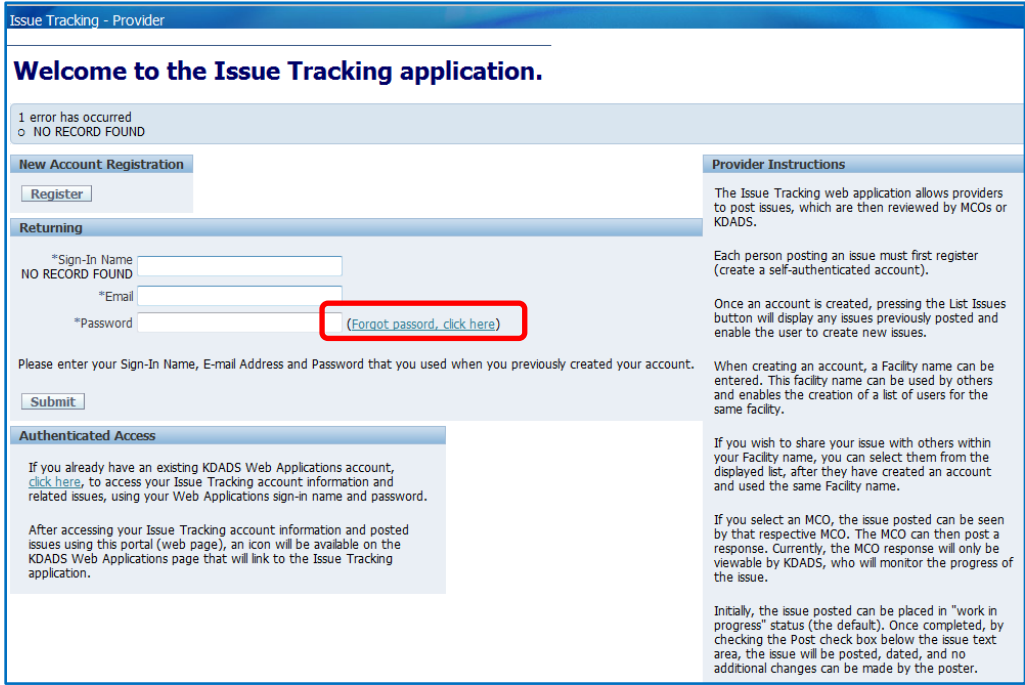
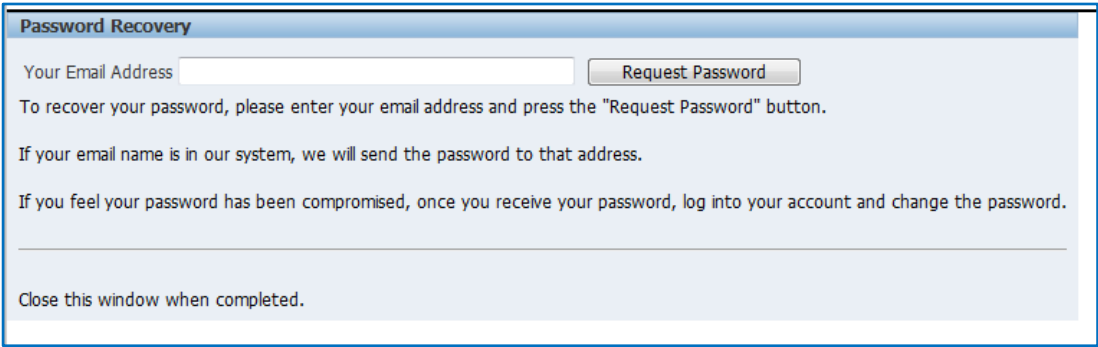
## Introduction

Users that have not completed KDADS security authentication process will access the Issue Tracking system using the sign-in found in the **Returning** section.

Step	Action	Result
1.	Enter the Sign-In Name. E-mail address and password. Click on the <b>Submit</b> button.	
2.	The Registration Information page will display.	

# Logging-In –Password Recovery

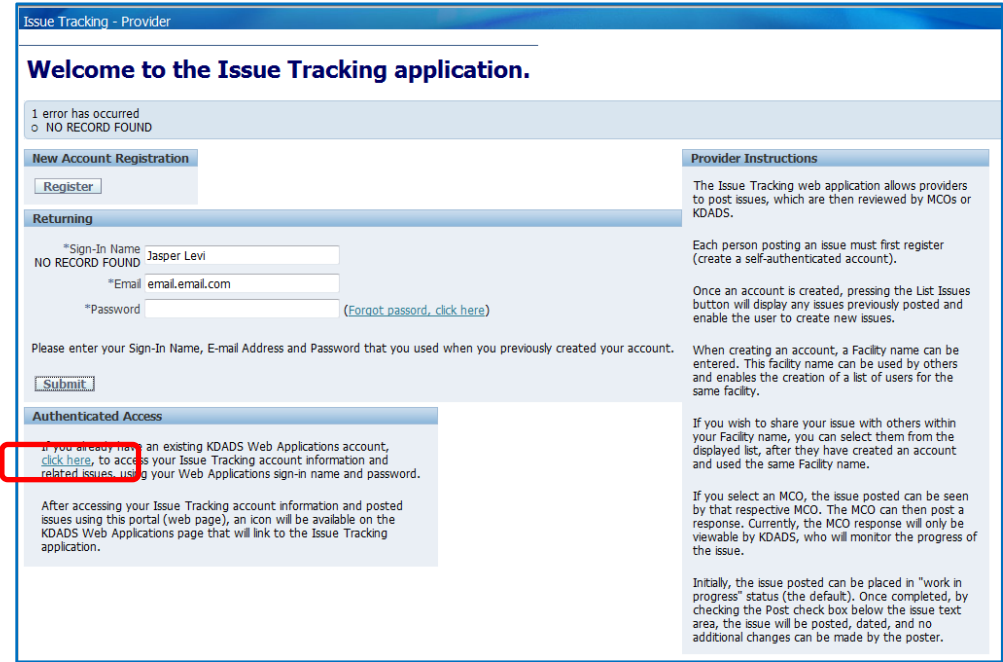

**Introduction** Passwords can be recovered using the following process.

Step	Action	Result
1.	Click on the <b>(Forgot Password, Click Here)</b> link.	
2.	The password recovery page will display.	
3.	Enter your email address and click on the <b>Request Password</b> button.	The password will be emailed to the address.
4.	Close the window when complete.	



# Logging-In – Authenticated User

**Introduction** Users that have completed KDADS security authentication process will access the Issue Tracking system using the sign-in found in in the **Authenticated Access** section.

Step	Action	Result
1.	Click on the <b>Click Here</b> link.	
2.	The web application sign on page will display.	
3.	Once the Login page is displayed. Type the <b>User Name</b> . Press <b>Tab</b> .	Insertion point advances.
		

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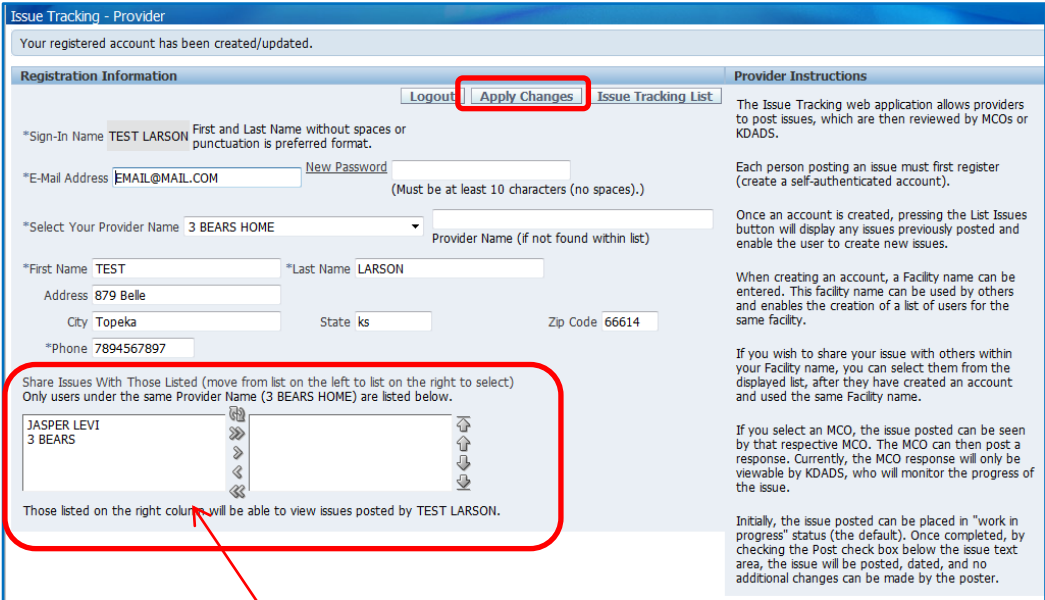
## Logging-In – Authenticated User (Continued)

Step	Action	Result
4.	<p>Enter <b>Password</b>. If it is the first time signing into the application, use the initial password that was issued in the e-mail from the KDADS Information Services Division.</p> <p>Click the <b>OK</b> button.</p>	The <b>Registration Information</b> page will display.

Issue Tracking - Provider		Provider Instructions		
<b>Registration Information</b> <div style="text-align: right;"> <a href="#">Apply Changes</a>    <a href="#">Issue Tracking List</a> </div> <p>*Sign-In Name <input type="text" value="KATHIHARTWELLREMP"/> First and Last Name without spaces or punctuation is preferred format.</p> <p>*E-Mail Address <input type="text" value="KATHI.HARTWELLREMP@KDADS"/> <a href="#">New Password</a> <input type="password"/>            (Must be at least 10 characters (no spaces).)</p> <p>*Select Your Provider Name <input type="text" value="THE TEST PROVIDER FACILITY NAME"/> <input type="button" value="List Providers"/>            Provider Name (if not found within list)</p> <p>*First Name <input type="text" value="KATHI"/> *Last Name <input type="text" value="HARTWELL-REMP"/></p> <p>Address <input type="text"/></p> <p>City <input type="text"/> State <input type="text"/> Zip Code <input type="text"/></p> <p>*Phone <input type="text" value="785-296-4275"/></p> <p>Share Issues With Those Listed (move from list on the left to list on the right to select)            Only users under the same Provider Name (THE TEST PROVIDER FACILITY NAME) are listed below.</p> <table border="1"> <tr> <td>TEST USERQ</td> <td></td> </tr> </table> <p>Those listed on the right column will be able to view issues posted by KATHIHARTWELLREMP.</p>		TEST USERQ		<p>The Issue Tracking web application allows providers to post issues, which are then reviewed by MCOs or KDADS.</p> <p>Each person posting an issue must first register (create a self-authenticated account).</p> <p>Once an account is created, pressing the List Issues button will display any issues previously posted and enable the user to create new issues.</p> <p>When creating an account, a Facility name can be entered. This facility name can be used by others and enables the creation of a list of users for the same facility.</p> <p>If you wish to share your issue with others within your Facility name, you can select them from the displayed list, after they have created an account and used the same Facility name.</p> <p>If you select an MCO, the issue posted can be seen by that respective MCO. The MCO can then post a response. Currently, the MCO response will only be viewable by KDADS, who will monitor the progress of the issue.</p> <p>Initially, the issue posted can be placed in "work in progress" status (the default). Once completed, by checking the Post check box below the issue text area, the issue will be posted, dated, and no additional changes can be made by the poster.</p>
TEST USERQ				

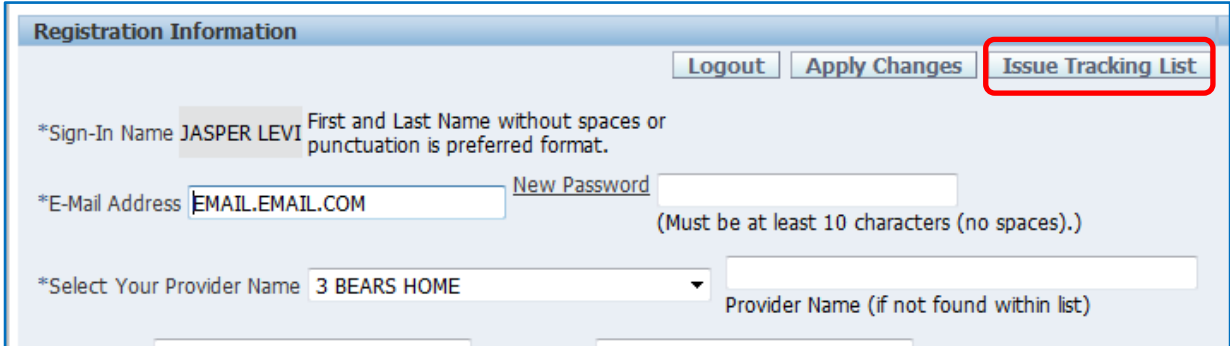
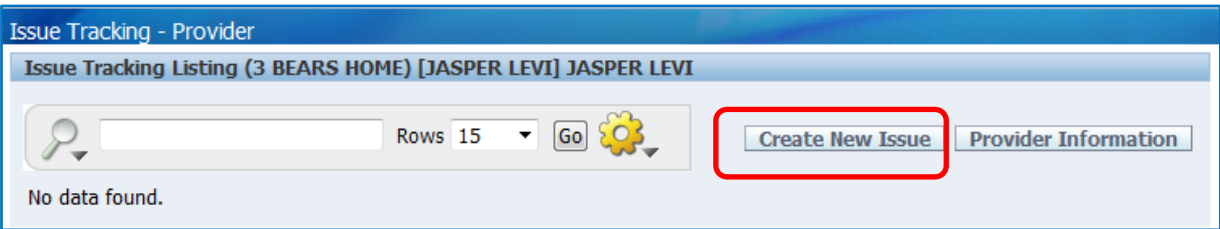
# How to Share Issues

**How To** Follow the steps in the table below to share issues.

Step	Action	Result
1.	Go to the <b>Registration Information</b> page.	
 <p>The screenshot shows the 'Issue Tracking - Provider' registration page. The 'Registration Information' section includes fields for Sign-In Name (TEST LARSON), E-Mail Address (EMAIL@MAIL.COM), Provider Name (3 BEARS HOME), First Name (TEST), Last Name (LARSON), Address (879 Belle), City (Topeka), State (ks), and Zip Code (66614). A red box highlights the 'Apply Changes' button. Another red box highlights the 'Share Issues With Those Listed' section, which contains two columns of names with shuttle arrows between them. A red arrow points from the 'Apply Changes' button to the 'Share Issues With Those Listed' section.</p>		
2.	Click the individual(s) with whom issues will be shared then click on the shuttle arrow to move the individual(s) to the right. Click on the <b>Apply Changes</b> button.	The information will be saved.

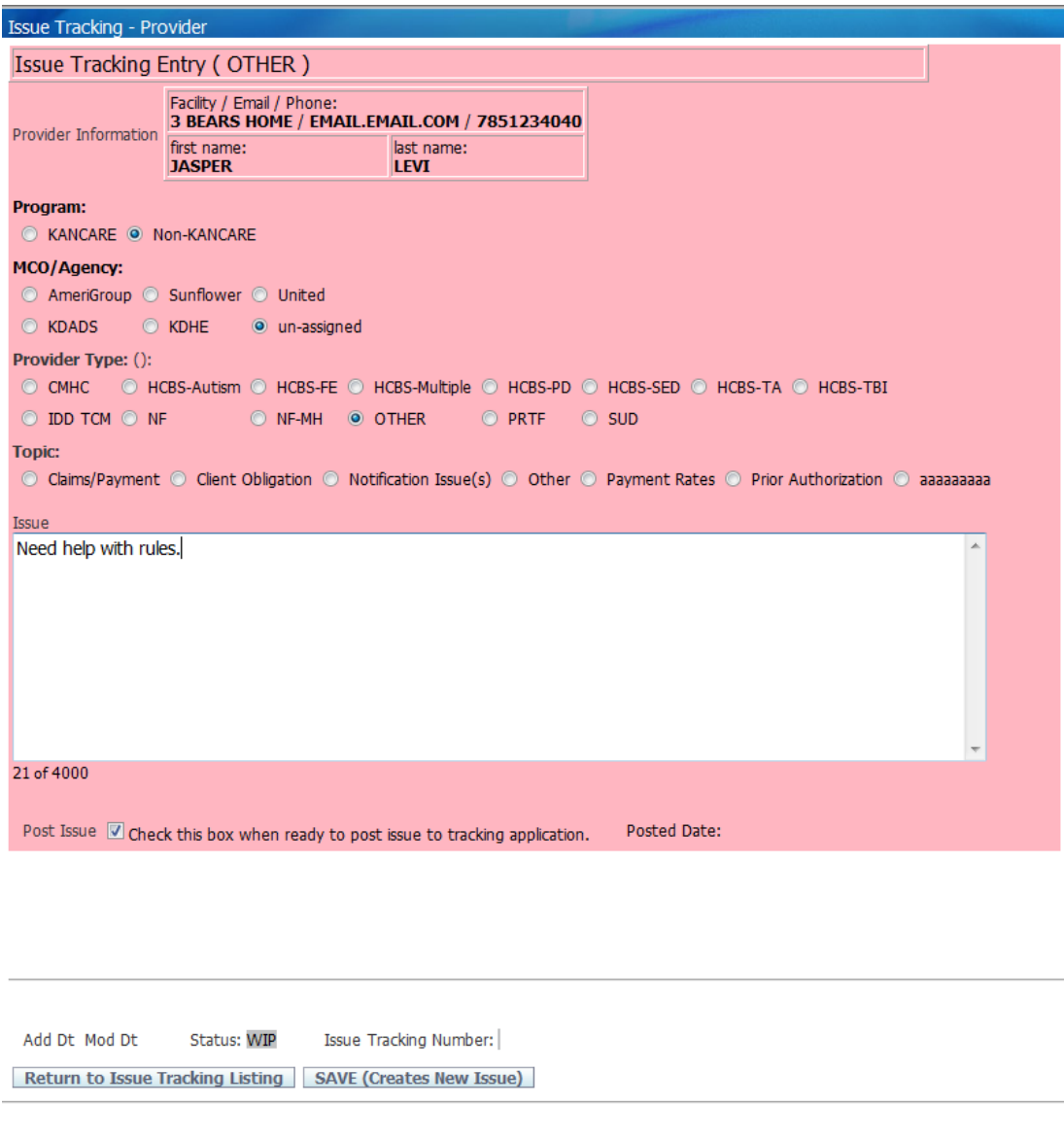
## Entering an Issue- Non-Claim Related

**How To** Follow the steps in the table below to enter an Issue.

Step	Action	Result
1.	To enter an issue click on the <b>Issue Tracking List</b> button on the Registration Information page.	
 <p>The screenshot shows the 'Registration Information' page. At the top right, there are three buttons: 'Logout', 'Apply Changes', and 'Issue Tracking List'. The 'Issue Tracking List' button is highlighted with a red rectangular box. Below the buttons, there are form fields for '*Sign-In Name' (JASPER LEVI), '*E-Mail Address' (EMAIL.EMAIL.COM), and '*Select Your Provider Name' (3 BEARS HOME). A 'New Password' field is also visible.</p>		
2.	The Issue Tracking Listing page displays.	
3.	Click on the <b>Create New Issue</b> button.	
 <p>The screenshot shows the 'Issue Tracking - Provider' page. At the top, it says 'Issue Tracking Listing (3 BEARS HOME) [JASPER LEVI] JASPER LEVI'. Below this, there is a search bar with a magnifying glass icon, a 'Rows' dropdown set to '15', a 'Go' button, and a gear icon. The 'Create New Issue' button is highlighted with a red rectangular box. To the right of this button is a 'Provider Information' button. Below the search bar, it says 'No data found.'</p>		
4.	The <b>Issue Tracking Entry</b> page displays.	

*Continued on next page*

## Entering an Issue- Non-Claim Related (Continued)

Step	Action	Result
		
5.	Select the appropriate categories.	
6.	Enter the issue in the <b>Issue</b> text box.	

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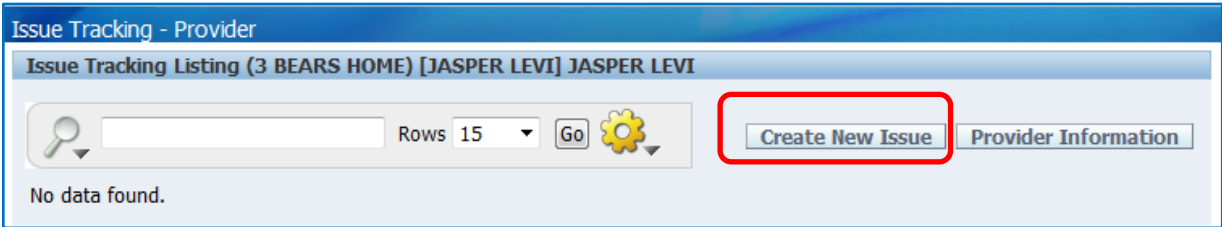
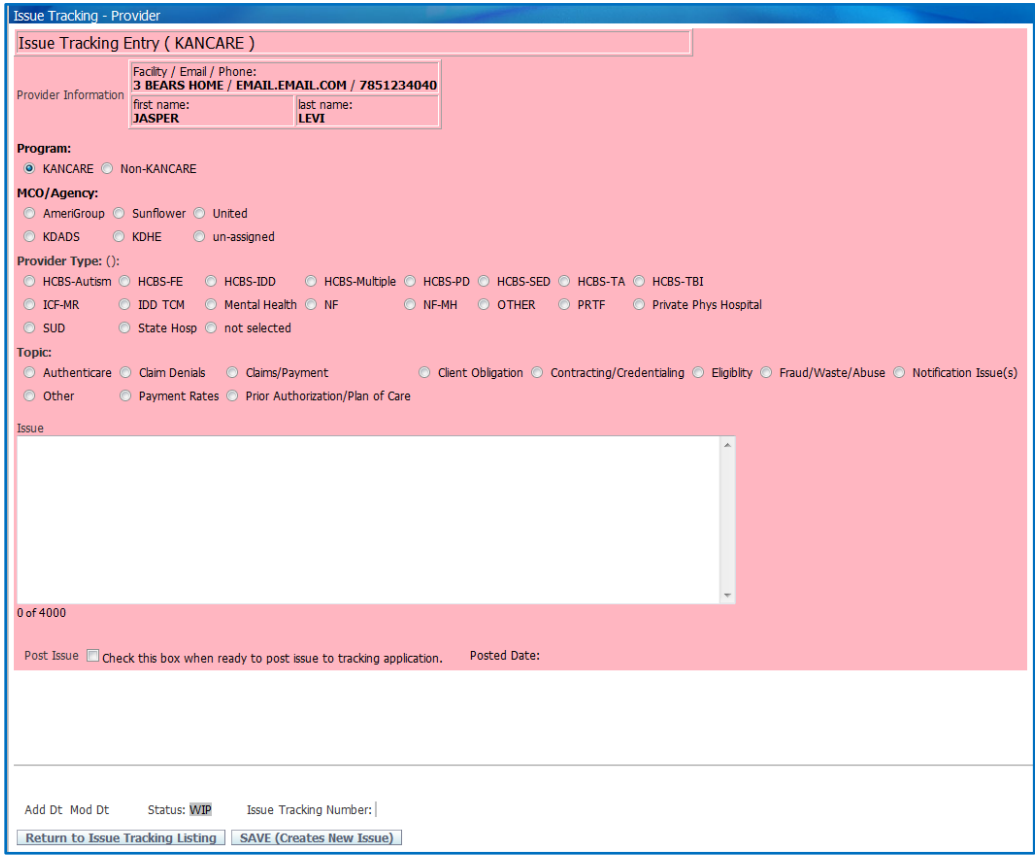
### Entering an Issue - Non-Claim Related (Continued)

Step	Action	Result
7.	Check the <b>Post Issue</b> checkbox when all information has been entered.	
8.	Select the <b>SAVE (Creates New Issue)</b> button.	Saves the information. Posts the issue to the Issue Tracking system.

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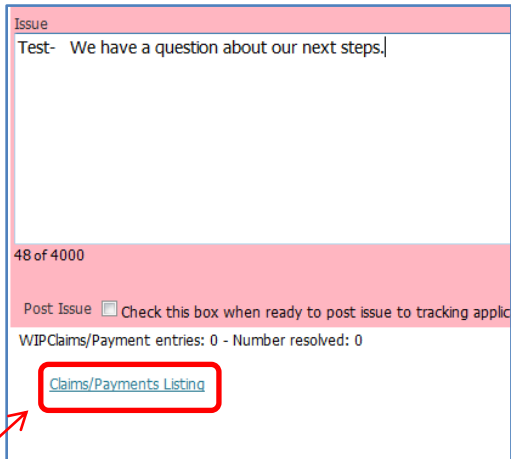
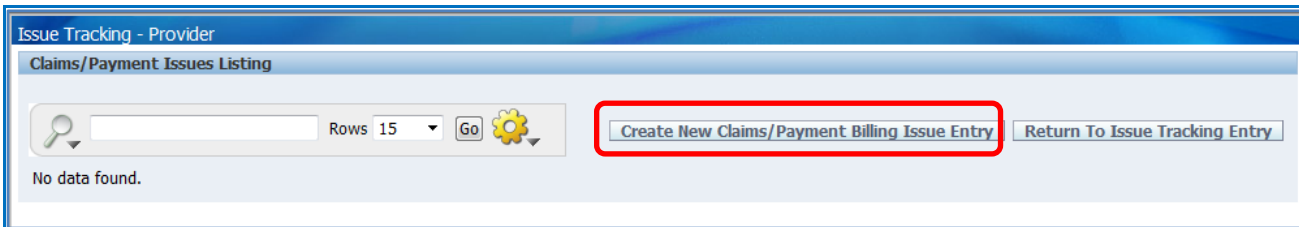
## Entering an Issue- Claim Related

**How To** Follow the steps in the table below to enter an Issue.

Step	Action	Result
1.	Go to the Issue Tracking Listing page.	
2.	Click on the <b>Create New Issue</b> button.	
3.	The <b>Issue Tracking Entry</b> page displays.	

*Continued on next page*

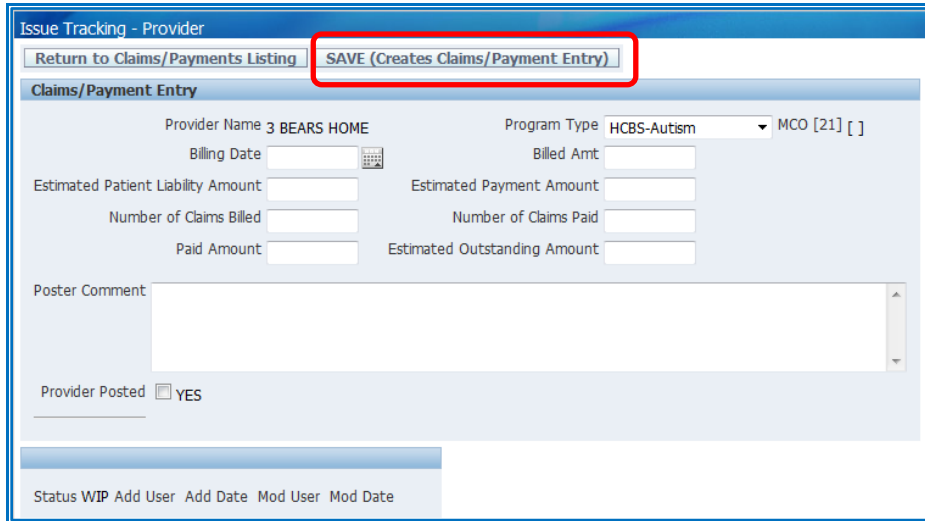
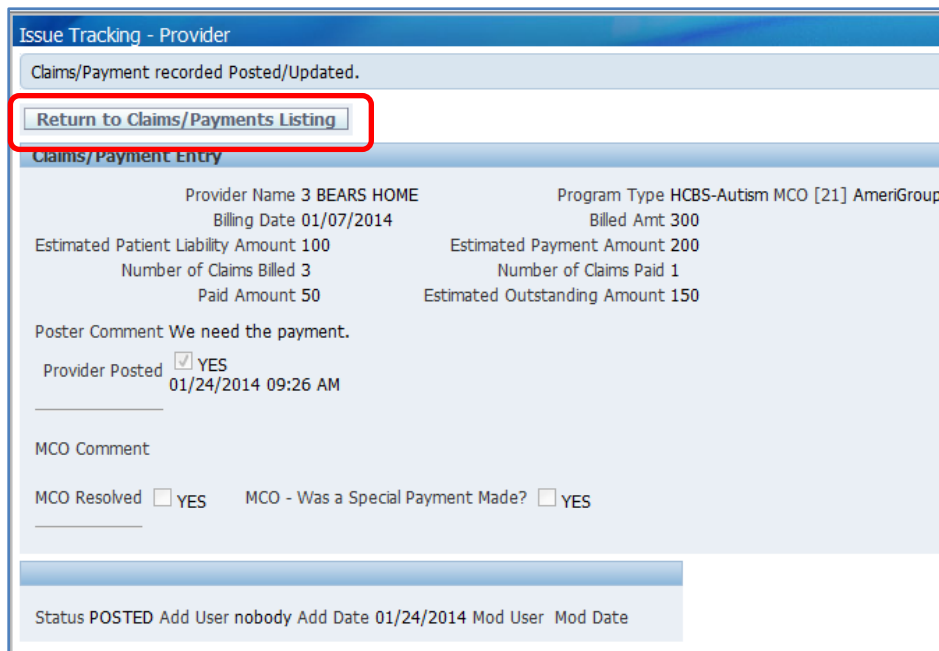
## Entering an Issue- Claim Related (Continued)

Step	Action	Result
4.	Select the appropriate categories. KANCARE and the MCO must be selected.	
5.	Enter the issue in the <b>Issue</b> text box.	
6.	Select the Claims/Payment radio button in the <b>Topic</b> section is selected, click on the <b>SAVE (Creates New Issue)</b> button.	<p>A claims/Payment Listing link will display below the Issue text box.</p>  <p>The screenshot shows a form titled 'Issue' with a text box containing 'Test- We have a question about our next steps.' Below the text box, there is a section with '48 of 4000' and a 'Post Issue' checkbox. At the bottom, there is a link labeled 'Claims/Payments Listing' which is highlighted with a red box. A red arrow points from the 'Claims/Payments Listing' link in the table's action column to this link in the screenshot.</p>
7.	Click on the <b>Claims/Payments Listing</b> link.	The Claims/Payment Issues Listing page will display.
 <p>The screenshot shows the 'Issue Tracking - Provider' interface. Under the 'Claims/Payment Issues Listing' tab, there is a search bar, a 'Rows' dropdown set to '15', and a 'Go' button. To the right, there is a button labeled 'Create New Claims/Payment Billing Issue Entry' which is highlighted with a red box. Next to it is a button labeled 'Return To Issue Tracking Entry'. Below these buttons, it says 'No data found.'</p>		
8.	Click on the <b>Create New Claims/Payment Billing Issue Entry</b> button.	
9.	Complete the appropriate information.	

*Continued on next page*

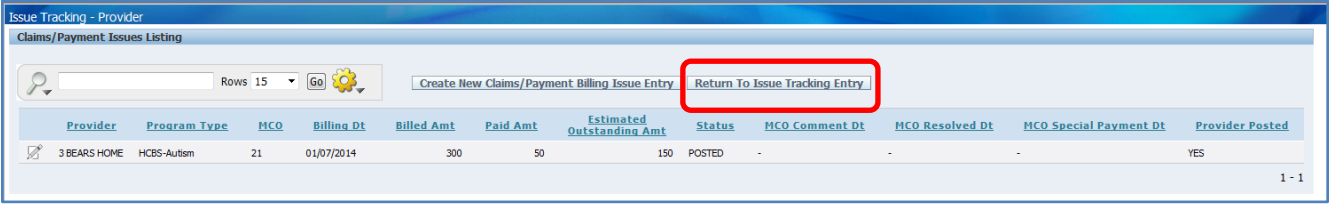


## Entering an Issue- Claim Related (Continued)

Step	Action	Result
	 <p>The screenshot shows the 'Issue Tracking - Provider' form. At the top, there are two buttons: 'Return to Claims/Payments Listing' and 'SAVE (Creates Claims/Payment Entry)'. The 'SAVE' button is highlighted with a red rectangle. Below the buttons is the 'Claims/Payment Entry' section, which contains various input fields for provider information, billing details, and a poster comment. At the bottom, there is a status bar with options like 'Status WIP', 'Add User', 'Add Date', 'Mod User', and 'Mod Date'.</p>	
10.	Click on the <b>SAVE (Creates Claim/Payment Entry)</b> button.	The information is saved.
	 <p>The screenshot shows the 'Issue Tracking - Provider' form after the information has been saved. At the top, a message states 'Claims/Payment recorded Posted/Updated.'. Below this, the 'Return to Claims/Payments Listing' button is highlighted with a red rectangle. The 'Claims/Payment Entry' section now displays the saved data, including provider name, billing date, estimated amounts, and a poster comment. At the bottom, the status bar shows 'Status POSTED' and other details.</p>	
11.	Click on the <b>Return to Claims/Payment Listing</b> button.	The <b>Claim/Payment Issue Listing</b> report will display.

*Continued on next page*

## Entering an Issue - Claim Related (Continued)

Step	Action	Result
	 <p>The screenshot shows the 'Issue Tracking - Provider' interface. At the top, there's a search bar and a 'Rows' dropdown set to 15. Below this, there are two buttons: 'Create New Claims/Payment Billing Issue Entry' and 'Return To Issue Tracking Entry'. The 'Return To Issue Tracking Entry' button is highlighted with a red rectangle. Below the buttons is a table with columns: Provider, Program Type, MCO, Billing Dt, Billed Amt, Paid Amt, Estimated Outstanding Amt, Status, MCO Comment Dt, MCO Resolved Dt, MCO Special Payment Dt, and Provider Posted. The table contains one row of data for '3 BEARS HOME' with a status of 'POSTED'. The page number '1 - 1' is visible at the bottom right of the table area.</p>	
12.	Click on the <b>Return to Issue Tracking Entry</b> button to return issue.	The Issue Tracking Entry page will display.

## Navigation – Issue Tracking Listing Report

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**Introduction** The report displays the issues the provider has entered. The listing is an Interactive Reports, which gives the user a table view then allows the user to utilize filters and other reporting tools to create custom views of the data.

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The screenshot shows the 'Issue Tracking - Provider' interface. At the top, it says 'Issue Tracking Listing (3 BEARS HOME) [JASPER LEVI] JASPER LEVI'. Below this is a search bar with a magnifying glass icon, a 'Rows' dropdown set to '15', a 'Go' button, and a gear icon for settings. There are also buttons for 'Create New Issue' and 'Provider Information'. Below the search bar, it says '1 - 1 of 1'. The main table has the following columns: Issue Tracking#, Provider Name, Program, Type, Status, Provider, Topic, MCO, Issue (display limited to 120 characters), Poster Posted Dt, MCO Assigned, MCO Response Dt, Assigned To, and Response Date. The table contains one row with the following data: 31, JASPER LEVI, Non-KANCARE, OTHER, POSTED, 3 BEARS HOME, -, un-assigned, Need help with rules. [21], 01/22/2014 03:33 PM, -, -, -, -.

Issue Tracking#	Provider Name	Program	Type	Status	Provider	Topic	MCO	Issue (display limited to 120 characters)	Poster Posted Dt	MCO Assigned	MCO Response Dt	Assigned To	Response Date
31	JASPER LEVI	Non-KANCARE	OTHER	POSTED	3 BEARS HOME	-	un-assigned	Need help with rules. [21]	01/22/2014 03:33 PM	-	-	-	-

The report is interactive with a search field. Enter the criteria and click on the “Go” Button. Additional sorting and filtering options as well as a download utility can be found under the “Gear” icon. Detail instructions regarding additional features of the interactive report are located in this document on page 17.

**Search Field**



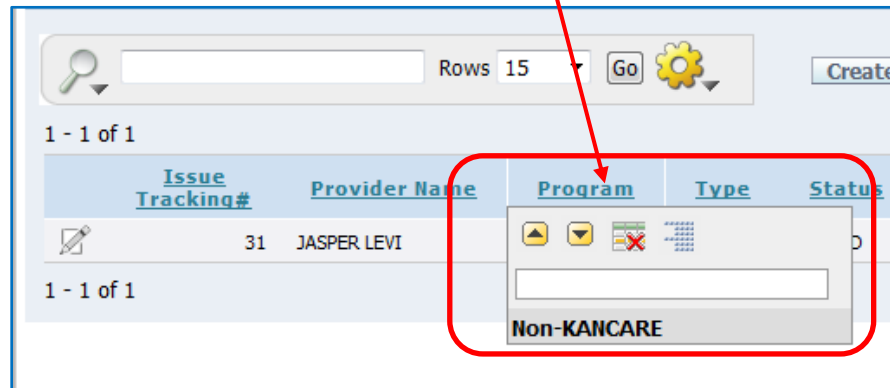
The screenshot is identical to the one above, but with a red arrow pointing to the search field (magnifying glass icon) in the search bar.

Issue Tracking#	Provider Name	Program	Type	Status	Provider	Topic	MCO	Issue (display limited to 120 characters)	Poster Posted Dt	MCO Assigned	MCO Response Dt	Assigned To	Response Date
31	JASPER LEVI	Non-KANCARE	OTHER	POSTED	3 BEARS HOME	-	un-assigned	Need help with rules. [21]	01/22/2014 03:33 PM	-	-	-	-

## Navigation – Issue Tracking Listing

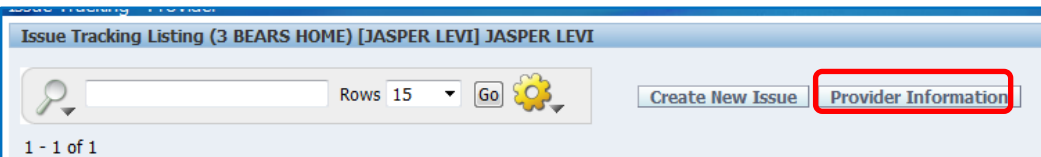
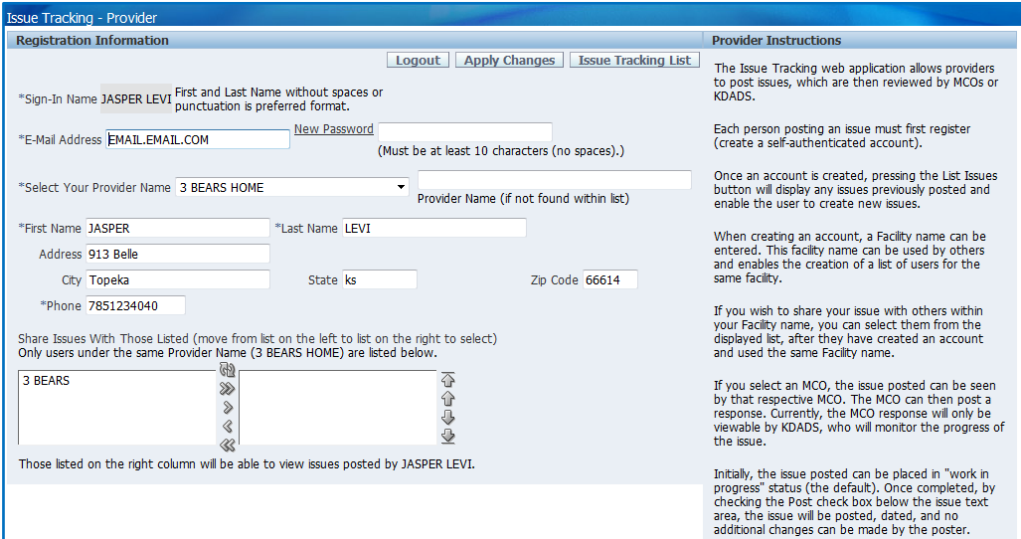
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The report is also interactive by utilizing the column headings to sort or filter by the content.



## Navigation – Provider Information

**Introduction** The **Provider Information** button will display on the **Registration Information** page.

	Step	Action	Result
	1.	Click on the <b>Provider Information</b> button.	The <b>Registration Information</b> page displays.
			
Provider Information			
	Select the <b>Issue Tracking List</b> return to the issue list.		

## Issue Tracking Listing – Interactive Report Functions

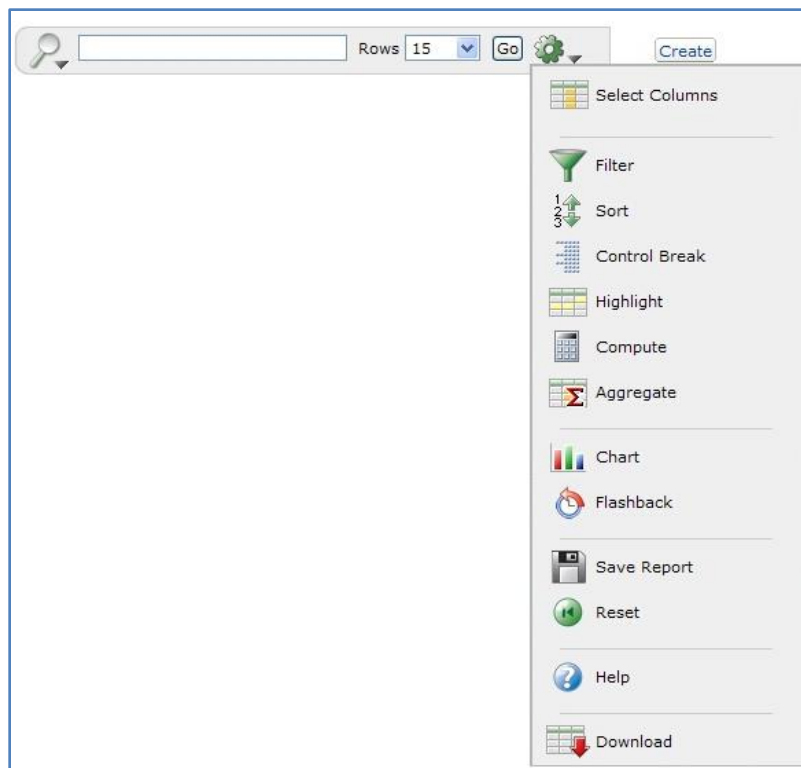
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**Features** Below are the more commonly used reporting tools features offered by interactive reports.

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**How to**

1. Open the Web Application at the Interactive Report view.
2. Click on the gear icon.
3. Report Control List will display.
















**Functions Covered** This instruction guide will cover only the most commonly used report functions. Those functions are Filter, Sort, Control Break, Highlight, Save Report, Reset, and Download.

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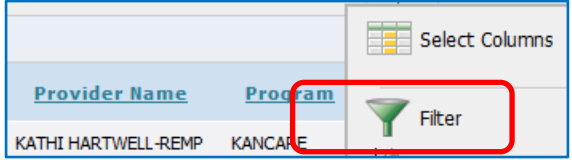
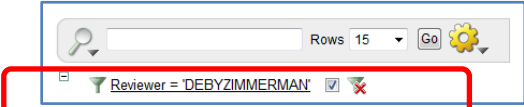
## Issue Tracking Listing – Descriptions

**Functions** Below is the descriptions of the functions available in an interactive report.

Reporting Control List	Action
 Select Columns  Filter  Sort  Control Break  Highlight  Compute  Aggregate  Chart  Flashback  Save Report  Reset  Help  Download	<p><b>Select Columns</b> – Used to modify the columns displayed. The columns on the right are displayed. The columns on the left are hidden. You can reorder the displayed columns using the arrows on the far right. Computed columns are prefixed with **.</p>
	<p><b>Filter</b> – Used to filter data for a more detailed view of information.</p>
	<p><b>Sort</b> – Used to change the column(s) to sort on and whether to sort ascending or descending. You can also specify how to handle nulls (use the default setting, always display them last or always display them first). The resulting sorting is displayed to the right of column headings in the report.</p>
	<p><b>Control Break</b> – Used to create a break group on one or several columns. This pulls the columns out of the Interactive Report and displays them as a master record.</p>
	<p><b>Highlight</b> – Highlighting allows you to define a filter. The rows that meet the filter are highlighted using the characteristics associated with the filter.</p>
	<p><b>Compute</b> – Computations allow you to add computed columns to your report. These can be mathematical.</p>
	<p><b>Aggregate</b> – Aggregates are mathematical computations performed against a column. Aggregates are displayed after each control break and at the end of the report within the column they are defined. Only numeric columns will be displayed.</p>
	<p><b>Chart</b> – You can include one chart per Interactive Report. Depending upon the data in the report, the chart function may not be useful.</p>
	<p><b>Flashback</b> – Not available.</p>
	<p><b>Save Report</b> – Saves the customized report for future use. You provide a name and an optional description. A tab will be displayed for each report saved.</p>
	<p><b>Reset</b> – Restores report to the default settings.</p>
	<p><b>Help</b> – On-line Help on report functions.</p>
	<p><b>Download</b> – Allows the current report to be downloaded. The download formats is CSV which can be opened through Excel.</p>

## Issue Tracking Listing – Filter

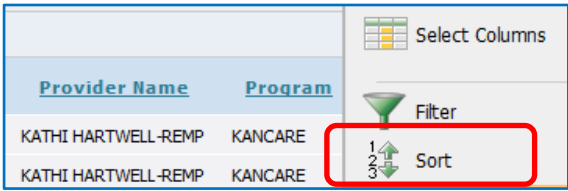
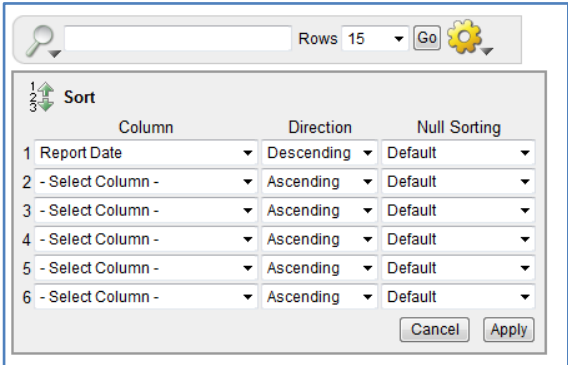
**How To** Follow the steps in the table below to filter a Report.

Step	Action	
1.	Select <b>Filter</b> from the Control list.	
2.	Select the <b>Column</b> to filter Select the <b>Operator</b>	
3.	Select the <b>Expression</b> . <ul style="list-style-type: none"> <li>By clicking on the drop down arrow at the end of the express field, options will appear if appropriate.</li> </ul>	
4.	Click on the "Go" button. Report will display.  The filter criteria will display at the top of the report.	 <p>Check Box = Enable or Disable the filter Filter = Removes the filter</p>



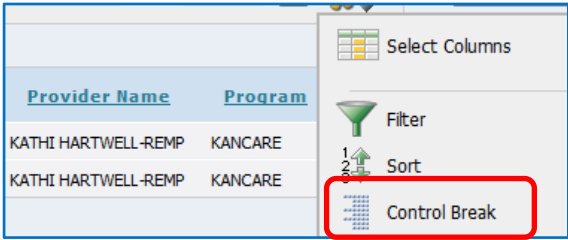
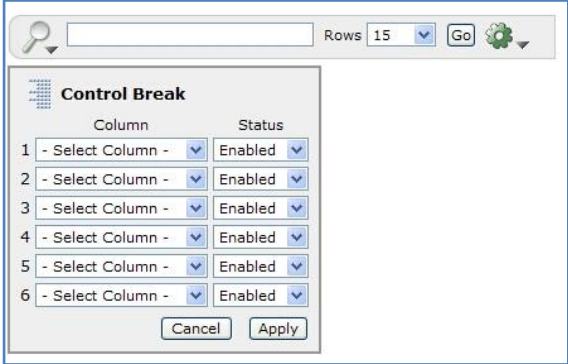
## Issue Tracking Listing – Sorting

**How To** Follow the steps in the table below to sort a Report.

Step	Action	
1.	Select <b>Sort</b> from the Control list.	 <p>The screenshot shows a report control panel with a table containing two columns: 'Provider Name' and 'Program'. The table has two rows of data. To the right of the table are buttons for 'Select Columns', 'Filter', and 'Sort'. The 'Sort' button, which includes a small icon of three arrows pointing up and down, is highlighted with a red rectangular box.</p>
2.	Select the <b>Column(s)</b> to be sorted. Select the <b>Direction</b> (Ascending or Descending) Select how the <b>Blank Fields</b> (nulls) should be displayed.	 <p>The screenshot shows the 'Sort' dialog box. At the top, there is a search bar, a 'Rows' dropdown set to '15', a 'Go' button, and a settings gear icon. Below this is a table with three columns: 'Column', 'Direction', and 'Null Sorting'. The table has six rows. The first row is pre-filled with 'Report Date', 'Descending', and 'Default'. The remaining five rows have a dropdown arrow in the 'Column' column, and 'Ascending' and 'Default' in the 'Direction' and 'Null Sorting' columns respectively. At the bottom right of the dialog are 'Cancel' and 'Apply' buttons.</p>
3.	Click on <b>Apply</b> . Report will display.	

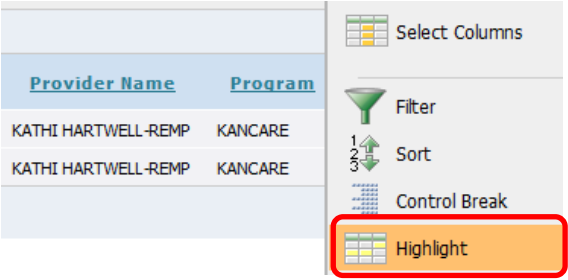
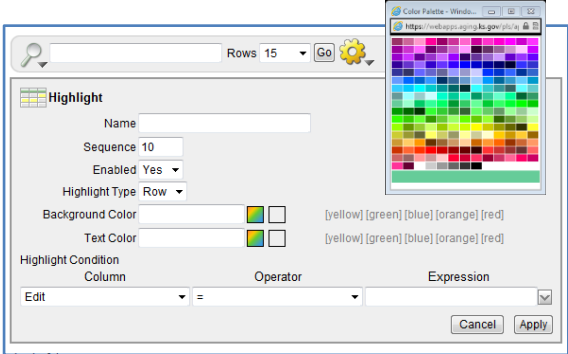
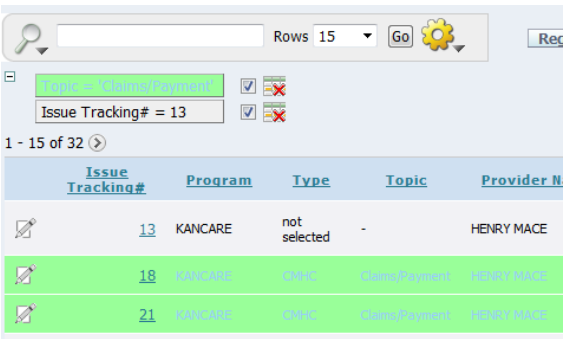
## Issue Tracking Listing – Control Break on Information

**How To** Follow the steps in the table below to create breaks on the data information.

Step	Action	
1.	Select <b>Control Break</b> from the Control list.	 <p>The screenshot shows a 'Select Columns' dialog box with a table of columns. The 'Control Break' option is highlighted with a red rectangle. The table has two columns: 'Provider Name' and 'Program'. The data rows are: KATHI HARTWELL-REMP, KANCARE; KATHI HARTWELL-REMP, KANCARE.</p>
2.	Select the <b>Column(s)</b> the data will break on. Select if the <b>Break Status</b> is enable or disenabled.	 <p>The screenshot shows the 'Control Break' dialog box. It has a table with two columns: 'Column' and 'Status'. The 'Column' column has six rows, each with a dropdown menu set to '- Select Column -'. The 'Status' column has six rows, each with a dropdown menu set to 'Enabled'. There are 'Cancel' and 'Apply' buttons at the bottom.</p>
3.	Click on <b>Apply</b> . Report will display.  The column selected in Step 2 will become headers.	

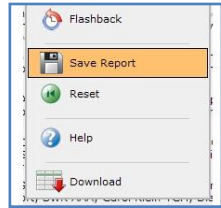
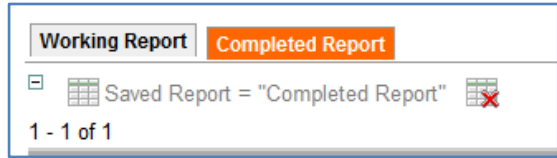
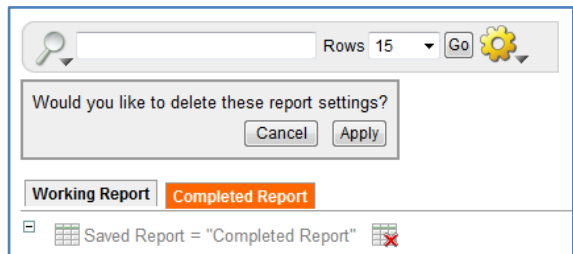
## Issue Tracking Listing – Highlight Information

**How To** Follow the steps in the table below to apply highlights to the Report.

Step	Action
1.	<p>Select <b>Highlight</b> from the Control list.</p> 
2.	<p>Select the <b>criteria</b> for the highlight display.</p> <ul style="list-style-type: none"> <li>• Name</li> <li>• Enabled</li> <li>• Highlight type</li> <li>• Background Color</li> <li>• Text Color</li> <li>• Column</li> <li>• Operator</li> <li>• Expression</li> </ul> 
3.	<p>Click on <b>Apply</b>. Report will display.</p> 

## Issue Tracking Listing – Saving

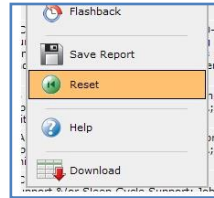
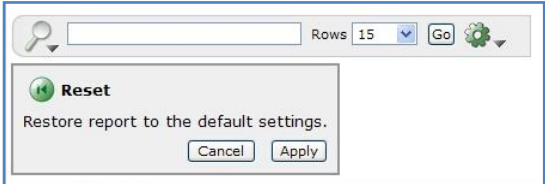
**How To** Follow the steps in the table below to save a specialized Report.

Step	Action	
1.	Select <b>Save Report</b> from the Control list.	
2.	Enter the <b>Name</b> of the Report to be saved. This will become the Report Tab's name.	
3.	Click on <b>Apply</b> . Report will display on a separate tab.	
4.	<p>If the report is no longer needed, it may be deleted.</p> <ol style="list-style-type: none"> <li>1. Click on the <b>delete</b> icon (icon with red X)</li> <li>2. Dialog box will display <b>confirming</b> deletion of the report.</li> <li>3. Click on <b>Apply</b>.</li> </ol>	

## Issue Tracking Listing – Reset Report

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**How To** Follow the steps in the table below to reset the Report back to default.

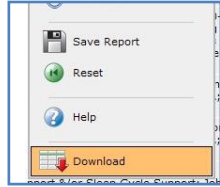
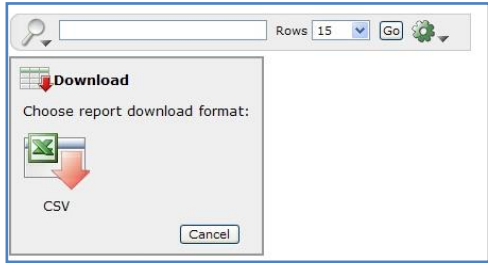
Step	Action	
1.	Select <b>Reset</b> from the Control list.	
2.	Click on <b>Apply</b> to reset the report.	

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## Issue Tracking Listing – Downloading Data

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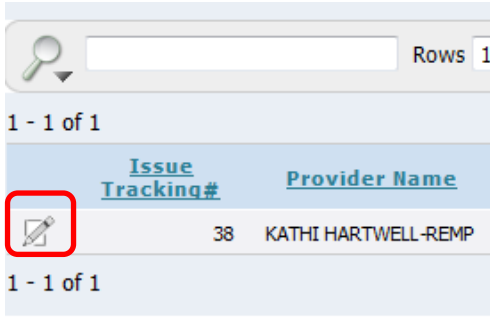
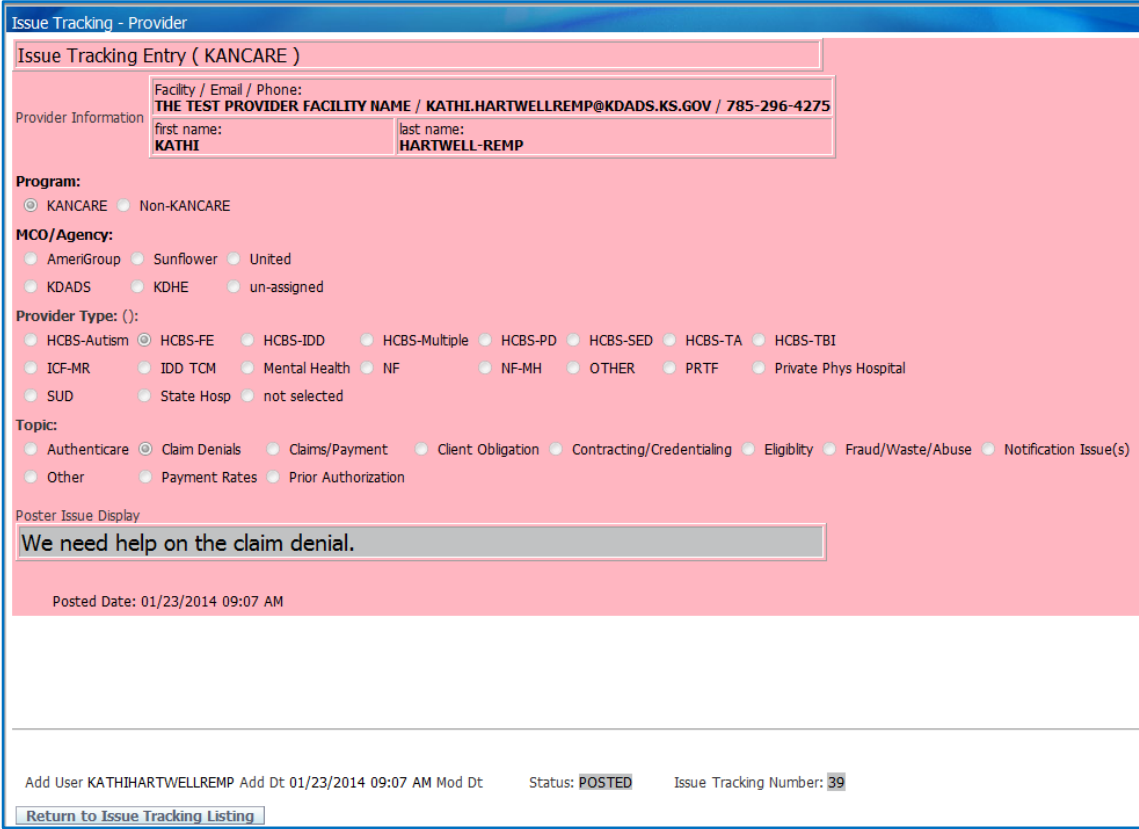
**How To** Follow the steps in the table below to download the report data.

Step	Action	
1.	Select <b>Download</b> from the Control list.	
2.	Click on the <b>CSV</b> Icon. The only option in the download format is CSV.	
3.	File download dialog box will display. Select <b>Save</b> .	
4.	Save As dialog box will display. Select the <b>location</b> (Save in) and the <b>File name</b> .	
5.	Browse to the File Location and <b>Open</b> file in Excel.	

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## Issue Tracking Entry Detail

**How To** Follow the steps in the table below to access the report detail.

Step	Action	Result
1.	<p>Under the Edit Column, <b>click</b> on the paper icon.</p> 	The detail page will display.
		
2.	Select the <b>Return to Issue Tracking Listing</b> button to return to the report.	

## Logging-Out

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**Introduction** When the user will not be using the application for a period of time, log off the program for security reasons.

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**How To** Follow the steps in the table below to exit the application.

Step	Action	Result
1.	In the upper right corner of the window, there are three navigational options.	

Link	Action
Logout	The browser will return to the Log-in page
KDADS Home Page	Returns back to the KDADS Home Page for further access options.